

**Government of Goa,
Department of Information & Publicity
Panaji, Goa.**

CITIZEN'S CHARTER

This charter is a declaration of our mission, goals, efforts, duties towards dissemination of information about government related plans, programmes and developmental activities to the public through various publicity tools, facilitating the local print and visual media in Goa.

OUR VISION

The Department of Information and Publicity, Government of Goa disseminates information about the policies, decisions and programs of the Government of Goa to the media, both print and electronic, using appropriate means of communication.

- Providing state-of-the-art information retrieval facilities.
- Developing an all encompassing electronic photo library, covering developmental issues as well as photographs of historic interest.
- Organizing exhibitions, Publicity Campaigns as multimedia awareness programmes for the beneficiaries of the programmes.
- Providing friendly and efficient media facilitation.

MISSION

The core functions of the Department of Information and Publicity are:

1. Dissemination of information about Government of Goa policies, programmes and activities.
2. Providing feedback from media to various government Departments and Public Sector Organizations under various Ministries on how these policies and activities are received by the people.
3. Advising the Government on its information /media strategy
4. Organising exhibitions on Campaigns.
5. Providing explanation and background on official pronouncements.
6. Providing accreditation to media persons based in Goa.

SERVICE STANDARDS

S.No.	Services	Process	Fees	Time Limit
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1.	<p>Dissemination of information on policies and programmes of the State Government through press releases, features, backgrounders, press notes through DIP.</p> <p>Set up Social media cell to disseminate information promptly through social media handles such as twitter,</p>	<ul style="list-style-type: none"> • Accuracy and quality of materials • Immediacy /promptness in dissemination. • Use of modern means of communication for quick & prompt dissemination. • Simultaneous release in English, Marathi, Konkani for wider reach across the State. 	No fees	Immediate on receipt of information from Departments after an event is over.
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	Facebook etc			
2.	Announcement of important policies programmes and of the State Government to the media through interactive sessions such Press as Conferences, Press Briefings and coverage of events	<ul style="list-style-type: none"> • To ensure good media presence • Issue of timely invite 4 to media. •SMS and email alerts. •Distribution of press material • Issue of follow up release. •.Use of whatsapp for dissemination. 	No fees	Issue invitation/ send SMS at least 2-3 hours in advance

3.	Enhancing media visibility	<ul style="list-style-type: none"> • By clarifying queries from media. • Periodic issue of backgrounders and features. • Creating photo opportunities. • Organising periodic one to one interviews, briefings, etc. 	No fees	Need based
4.	Feedback Services from the English and Vernacular media	<ul style="list-style-type: none"> • Scanning newspapers and providing press fees clippings to the client CM, Minister for Information, Chief Secretary and Departments about critical stories on daily 	No fees	Daily basis

		<p>basis.</p> <ul style="list-style-type: none"> • Preparation of Daily Digest/news analysis. • Press Clippings from the Newspapers. • Advising Departments on the coverage and trend of the media 		
5.	<p>Accreditation to media to facilitate easy access to information, official Press Conferences/ entry to Government Offices, etc.</p>	<p>For obtaining Accreditation Card, following process is followed:</p> <ol style="list-style-type: none"> 1. Applicants are required to file their application in the prescribed format 2. Applicants can apply for accreditation card any time. 3. The details 	<p>Fees Rs. 150</p>	<p>Grant of accreditation in respect of fresh cases depends upon submission of supporting documents, completion of formalities and recommendations of PAC.</p>

	<p>Implements Journalist Welfare Fund Scheme which envisages disbursement of pension to the journalists after attaining the age of 58 years and family pension</p>	<p>of criteria, eligibility category and other relevant information related to accreditation is mentioned in the guidelines for the Accreditation.</p> <p>4. Duly filled up application meeting all the required criteria is placed before the Central Press Accreditation Committee of the DIP for consideration.</p>		
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	upon the death of the journalist.			
6.	<p>Printing of 'Nave Parva' official Bulletin of Government.</p> <p>Printing of telephone directory of State Government</p>	<ul style="list-style-type: none"> •To provide information about Government programmes and projects •To provide names and numbers of officers in the Government so that they can be contacted for grievance redressal 	No fees	<ul style="list-style-type: none"> •Nave Parva is tri-monthly •Telephone directory annually

GRIEVANCE REDRESSAL MECHANISM:

(a): Name and Contact details of Public Grievance Officer

Name: Shri Prakash Naik, Information officer

Office Address: Udyog Bhavan, 3rd floor, Department of Information & Publicity, Panaji, Goa. Telephone No 0832-2226047

Fax 0832-2224211

[E-mail:dipgoa@gmail.com](mailto:dipgoa@gmail.com)

(b): Website: [http:// dip.goa. gov.in](http://dip.goa.gov.in)

